

# State of Arizona

Purchasing Card (P-Card)  
Travel Card

Program Administrator (PA)  
Quick Reference Guide  
October 2018

## **Introductory Notes**

This document is intended to serve as a quick reference guide for agency P-Card and Travel Card Program Administrators (PAs). This document may be modified as necessary, so it is suggested that agencies refer to the General Accounting Office (GAO) website periodically to ensure that they are using the most recent version. Agencies should refer to the following links for any updated versions:

<https://gao.az.gov/afis/purchasing-cards> or <https://gao.az.gov/travel/travel-cards>

If additional information or clarification is needed, agencies may contact the GAO for assistance. All GAO contact information is included in the *Contact Information* section at the end of this document.

## **New Agency Set Up**

Agencies that have not set up an existing account under the US Bank contract and need to issue P-Cards, Employee Travel Cards, or Central Travel Accounts (CTAs) should contact the GAO for assistance.

## **Additional Card Processing**

Agencies that have existing US Bank cards and need to issue additional P-Cards and Employee Travel Cards, can issue additional cards through the *US Bank Access Online* website if the agency P-Card/Travel PA has been granted access. If the agency does not have access to the website or is in need of assistance with processing the transaction, they should contact the GAO.

## **Statewide Policy Reminders**

State agencies must follow the policies and procedures for the P-Card and Travel Card programs. P-Card and Travel Card PAs must be familiar with the following GAO SAAM sections and related forms:

- SAAM 4535 P-Card General Policies and Procedures
- SAAM 4536 P-Card Agency Responsibilities
- SAAM 4537 P-Card Cardholder Responsibilities
- SAAM 5005 General Travel Principles and Policies
- SAAM 5050 Central Travel Account
- SAAM 5051 Employee Travel Card
- Form GAO-PC-101 State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement
- Form GAO-CTA-101 State of Arizona Central Travel Account (CTA) Custodian Application and Agreement
- Form GAO-ETC-101 State of Arizona Employee Travel Card (ETC) Application and Agreement
- Form GAO-TC-CN Travel Card Account Cancellation Notification Letter (Template)

SAAM may be found on the GAO website under the link:

<https://gao.az.gov/publications/saam>

Forms may be found on the GAO website under the link:

<https://gao.az.gov/publications/forms>

## **US Bank Access Online**

Travel and P-Card PAs can utilize the US Bank Access Online website to

- View account information (demographics, account limits, etc.)
- Issue new cards
- Cancel or inactivate existing cards
- Change card spending limits
- View reports

PAs must have a user ID and password to access the website. To get set up with a user ID and password, agency PAs should contact the GAO for assistance.

US Bank Access Online may be found under the following link:

<https://access.usbank.com>

There is web-based training available for Access Online. The training may be found under the following link:

<https://wbt.access.usbank.com>

Please contact the GAO for the most recent user ID and password for US Bank Access Online training. The training site also contains a user manual to assist with using Access Online.

## **Payments to US Bank**

**The vendor number to be used in AFIS when making payments to US Bank is PCARDagy0001 or GHOSTagy0001, where ‘agy’ is the 3 character agency code.**

ACH should be used for payments to US Bank. However, agencies must be notified by the GAO prior to making their first ACH payment. This will ensure that the ACH process has been completed for their account(s).

Agencies should contact the GAO with any questions related to the vendor ID and address code that should be used to make payments. It is imperative that the correct vendor ID and address code be used or the payment may not be posted to the correct account, or there may be delays in processing the payment.

The vendor ID and the address codes for each agency and card is located under the document titled “Agency ACH-EFT Vendor Numbers and Address IDs on the GAO website under the link:

<https://gao.az.gov/afis/purchasing-cards>

**If the agency or card that you are needing to make payment for is not located on this document, please contact the GAO.**

### **Question:**

What is a Managing Account vs. an account number?

### **Answer:**

The Managing Account is the high level account that several P-Card or CTA account numbers roll up to. The account number is the actual credit card number used to make purchases. The Managing Account and account number may be found on the US Bank statement.

**Question:**

How can I make a p-card or ghost card payment via warrant?

**Answer:**

The preferred method of payment for US Bank is ACH. Please contact the GAO US Bank Card Administrator to make the payment by warrant.

## **Cancellation of P-Cards and Employee Travel Cards**

**When employees leave state service, their p-card and/or employee travel card must be cancelled within two (2) business days of the employee's separation date. This is very important!**

Agencies that fail to cancel the employee travel card of employees who have left State service will be responsible for any charges that the employee makes between the separation date and the date that US Bank is notified of the termination (if the former employee does not pay for all charges).

Cancellation of P-Cards and Employee Travel Cards may be accomplished in one of two ways:

1. The agency may utilize the US Bank Access Online website to cancel the card. The Account Number (credit card number), First/Last Name or Social Security Number (SSN) will be required to bring up the account information. The steps for cancelling a card online are as follows:
  - a. Log into Access Online.
  - b. Click on *Account Administration*.
  - c. Click on *Maintain Cardholder Account*.
  - d. Enter the Account Number, Last/First Name or SSN to bring up the account information.
  - e. Click on *Account Information*.
  - f. There is a drop down box next to Account Status. From this drop down, choose "T9- TERMINATED".
2. The agency or the cardholder\*\*\* can call US Bank Customer Service at (800) 344-5696. This telephone line is open 24 hours per day, 7 days per week. If the cardholder cancels his or her own card, the PA should always follow up to be sure it is complete.

Agencies may contact GAO at any of the telephone numbers listed below for assistance with cancelling cards. However, **it is the agency's responsibility to ensure card cancellation is completed, not the GAO. Email should never be sent to the GAO requesting the cancellation of Employee Travel Cards for employees who are leaving or who have left State service.**

\*\*\*Note: The above options for card cancellation also apply to the P-Card, except when utilizing the 24/7 Customer Service telephone line. Cancellation of P-Cards may only be completed by a PA and cannot be completed by the cardholder.

# Contact Information

## US Bank Contacts



### **Administrators & Cardholders:**

- Corporate Customer Service (General Inquiries) (800) 344-5696
- Fraud Detection (Potential fraud on account) (800) 523-9078
- Fraud Prevention (Confirmed fraud on account) (866) 540-9904
- Access Online Help Desk (877) 887-9260

### **State of Arizona Account Coordinator:**

- Sonya Doerfler (855) 250-6421 ext. 156-6253 [Sonya.Doerfler@usbank.com](mailto:Sonya.Doerfler@usbank.com)

### **Relationship Manager (for Program Administrators only):**

- Cheryl Mielnicki (623) 256-6229 [Cheryl.Mielnicki@usbank.com](mailto:Cheryl.Mielnicki@usbank.com)

## State Procurement Office Contact



### **Procurement Help Desk:**

- Procurement Help Desk (602) 542-7600 [Procure@azdoa.gov](mailto:Procure@azdoa.gov)

## General Accounting Office Contacts



### **Statewide Administrator:**

- Leland Sivanish (602) 542-0272 [Leland.Sivanish@azdoa.gov](mailto:Leland.Sivanish@azdoa.gov)

### **Backup Statewide Administrators:**

- Mark Williams (602) 542-6254 [Mark.Williams@azdoa.gov](mailto:Mark.Williams@azdoa.gov)
- Patricia Ferreira (602) 542-5402 [Patricia.Ferreira@azdoa.gov](mailto:Patricia.Ferreira@azdoa.gov)
- Brian Nguyen (602) 542-2122 [Brian.Nguyen@azdoa.gov](mailto:Brian.Nguyen@azdoa.gov)